



St. Agnes Elementary School  
BEN # 108574  
3886 Chestnut Ave.  
Concord, CA 94519  
925-689-3990

Contact: Tina Tanenbaum, ttanenbaum@cndo.org

March 30, 2017

USAC Schools & Libraries  
CC Docket No. 02-6

Re: Requesting waiver for Form 471, app#1047588, for 2016 for BEN#108574

To Whom It May Concern:

My name is Tina Tanenbaum. I am the eRate contact for our entity, St. Agnes Elementary School. I filled out a 471 in 2015 (FCC Form 471 application # 1047588, FRN # 2859434) for internet fiber service to our school. This FRN was for a 5-year contract for fiber to our school. Somehow we erroneously didn't file a Form 471 for 2016 and so don't have an FRN# for 2016 to use for filing our BEAR form.

This error resulted when I temporarily retired from my job at St. Agnes School. I had handled the eRate forms for the school for 9 years. I returned to work at the school part time after my replacement had to leave. During my absence, USAC switched over to the new portal and there were changes. Among other things, the Commitment Letters were no longer being sent out. I called the USAC helpline to see what I had to do to finish the filings, and my memory was that I was told I only had to fill out the Form 486 for this 5-year contract. I don't know if I misunderstood.

I apologize for the delay in recognizing this error. Our school was busy filling out a Form 498 this Fall and it took longer than expected to get our DUNS#. It wasn't until after completing the Form 498 and applying for our BEAR reimbursements using our new Form 498 certification # that this error became apparent. When filling out the BEAR form I called the USAC help line because our 5-year contract wasn't in the new portal. I was told to use the FRN from 2015. I did that and the BEAR form came back refused. I have since been through a series of phone calls to try to fix this.

This appeal process is the final result of all the phone calls. I have been told that our school may not be able to take advantage of our committed funds because of this error. I'm hoping that I can do something about that because the eRate help was the decision maker in the school bringing fiber into our school.

Please let me know if there's anyway we can amend this error and receive our reimbursement. Thank you.

Sincerely,